

# Montez Valentine Ramos

Pembroke Pines, FL 33028

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Highly energetic and motivated professional seeking to obtain an opportunity as a bilingual educator.

- Over 10 years of consultative sales and superb customer service experience delivering on the promise.
- Successfully completed the Sub Diploma Certificate for the STEDI SubSkills Online Training Course
- Exceptionally well trained in work ethics that demonstrate initiative, efficiency and cost savings to achieve performance results for personal and corporate goals.
- Detail-oriented with a social personality.
- Ability to diffuse disgruntled patients/customer complaints to resolve issues.
- Creates innovative methods to solve problems and thrives under pressure.
- Ability to collaborate effectively as part of a team and to work independently with minimal supervision
- Time management skills to efficiently complete projects in a timely manner.
- Strong communications skills used to maintain relationships and develop strategic partnerships.
- Proactive leadership style to meet strict deadlines.

## Work Experience

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### **Substitute Teacher K-12**

Kelly Educational Services - Broward County, FL

August 2023 to Present

- Teaches scheduled classes.
- Prepares a written summary of work completed.
- Assumes all duties and responsibilities of the absent teacher.
- Follows the teacher's written lesson plans.
- Complies with all building procedures and schedules.
- Promotes the proper use and care of school property.
- Makes the absent teacher aware of special situations or problems encountered.
- Upholds board policies and follows administrative procedures.
- Implements effective pupil management procedures.
- Develops and maintains a positive learning environment.
- Works cooperatively with staff and parents.
- Incorporates the effective use of available technology.
- Upholds computer technology acceptable use policies.
- Respects personal privacy. Maintains the confidentiality of privileged information.
- Takes precautions to ensure staff/student safety.
- Does not leave students unsupervised.
- Accepts personal responsibility for decisions and conduct.

## **Staffing Manager**

Interim HealthCare of Miami - Miami, FL

May 2022 to February 2023

- Manage existing staff client relationships.
- Recruit and onboard medical personnel to fulfill staffing agreements.
- Review applications and resumes to support hiring activities.
- Develop marketing strategies to generate leads.
- Doubled sales revenue in my first quarter.
- Maintain staff schedules using MatrixCare CRM.
- Contact potential clients to build rapport and arrange engagement meetings.
- Visit skilled nursing facilities to market our services.
- Research, plan, and implement new market research initiatives.

November 2020 to May 2022

Laid Off Due to Coronavirus Pandemic (Restructuring  
& Completing Degree)

## **Office Manager**

The Prudent Group - Hollywood, FL

July 2017 to November 2020

- Assisted with hiring, training, and coaching employees.
- Managed daily office operations.
- Assisted to develop strategic goals to support the organization's mission.
- Verified patient insurance.
- Hosted team meetings.
- Developed standard operating procedures for all administrative processes.
- Assisted management with identifying trends and establishing call center goals.

## **Business Development Representative**

AutoNation Ford Miami - Miami, FL

July 2015 to May 2017

- Generate appointments by outbound prospecting and lead activity management to market and qualify potential customers.
- Set and confirm test drive appointments.
- Listen attentively to customer needs to provide suggestions and guidance on vehicle inventory.
- Provide superior customer service and achieve highest degree of customer satisfaction.
- Work in close partnership with sales consultants to provide qualified leads and detailed information on customer requirements.
- Meet specified monthly targets and goals.
- Direct customers to information resources on products, including those available on the internet.
- Check email frequently and respond to inquiries immediately.
- Deliver inquiries/messages intended for other sales personnel and departments promptly.

## **Personal Auto Consultant**

AutoNation Direct - Fort Lauderdale, FL

November 2010 to June 2015

- Exceeded the expectations of customers by providing them with a seamless and non-traditional way of buying a car.
- Assist in the coordination of every aspect of the purchase, guiding the consumer through the entire experience from research to delivery of the vehicle.
- Acted as a personal guide, making the process fun and easy while leveraging the enormous strength of company's buying power, inventory and infrastructure.
- AutoNation Top Sales Consultant Presidents Club 3x winner
- Coordinated the finance process.
- Training and coaching of new consultants.

## Education

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### **Bachelor of Arts in HealthCare Administration**

University of Arizona - Chandler, AZ, US

February 2019 to February 2023

### **High School Diploma**

Kempsville High School - Virginia Beach, VA, US

September 1997 to May 2001

## Skills

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- Fluent in Spanish
- Practice Management
- Healthcare Management
- Recruiting
- Interviewing
- Leadership
- Conflict management
- Office management
- Customer service
- Business development
- Sales
- CRM software
- Teaching (1 year)